



**Northeast
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December 30, 2002

VIA HAND DELIVERY

Mary L. Cottrell, Secretary
Department of Telecommunications and Energy
One South Station
Boston, Massachusetts 02110

**RE: Western Massachusetts Electric Company, Report on Service Quality Data Collection
and Benchmarking, D.T.E. 99-84**

Dear Secretary Cottrell:

Pursuant to the Department of Telecommunications and Energy's ("Department") June 29, 2001 Order in the above-referenced proceeding, Western Massachusetts Electric Company ("WMECO") hereby files its Report on Service Quality Data Collection and Benchmarking. Please contact me should you have any questions in regard to this filing.

Sincerely,

Donald M. Bishop
Manager, Regulatory Policy - Massachusetts

Attachment

cc: Caroline O'Brien
Joseph Rogers
Charles Harak